



NEIGHBOR VOLUNTEER OFFICE

Volunteerism: The Spirit of Fort Lauderdale



POLICIES AND PROCEDURES



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POLICIES AND PROCEDURES MANUAL

CITY OF FORT LAUDERDALE

DECEMBER 1, 2013

Policies and Procedures

Volunteers are responsible for understanding and abiding by the City's policies and procedures as outlined in the Volunteer Handbook, your volunteer contract, and the City's Policy And Procedure Manuals. The following excerpts from such manuals identify certain policies and procedures that address the situations that most commonly impact volunteers. However, volunteers are responsible for conducting themselves in accordance with all City policies and procedures. Consequently, each volunteer should take the time to familiarize him or herself with such policies and procedures. Any volunteer may access the City's complete policies and procedures manuals by contacting the Volunteer Coordinator.

City officials who recruit volunteers to perform services of benefit to the public will provide appropriate training and supervision. **A volunteer is not an employee of the City of Fort Lauderdale, but is expected to uphold the same standards as an employee as it relates to policies and procedures.**

Absentee Policy

- **Planned Absences** – Absences in which volunteers give one or more week notice. Volunteers may adjust their schedule by contacting their volunteer coordinator.
- **Unplanned Absences** – Absences in which volunteers notify the volunteer coordinator less than one week from the day of their shift. Volunteers are required to alert the volunteer coordinator of their absence and will be unable to change their schedule online.
- **Emergency Absence** – Absence in which it occurs the day of the volunteer's assigned shift. Volunteer is required to call the volunteer coordinator as soon as possible.

Abuse of Position

Any City of Fort Lauderdale volunteer, acting in an official capacity, shall not take any action that would result in the volunteer's financial benefit. They will not ask for, or receive for themselves or for a member of their household, directly or indirectly, any moneys or



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gifts, from customers. Volunteers are prohibited from using their official position, official identification card or badge:

- For personal or financial gain
- For obtaining privileges not otherwise available to them except in the performance of duty
- For avoiding consequences of illegal acts (such as traffic citations, driving under the influence, etc.)
- Volunteers may not lend or give their identification cards or badges to another person, or permit them to be photographed or reproduced.
- Volunteers shall not permit or authorize the use of their names, photographs or official titles that identify them as members of a city department in connection with testimonials of any community or commercial enterprise.

Basic Requirements and Procedures

1. **Application:** As a potential volunteer, you will need to provide a photo I.D., and complete this Application and the Liability Waiver contained within. Applicants under the age of 18 must have written consent of a parent to guardian prior to volunteering.
2. **Personal Interview:** Upon review of your application, the Neighbor Volunteer Office will interview you regarding your skills, qualifications, interest and goals.
3. **Background Screening:** In an effort to ensure the safety of City residents, employees and volunteers, the City of Fort Lauderdale requires that every volunteer undergoes a FDLE and FBI fingerprint background check, including, but not limited to, criminal record and driving record. The information collected during a background check will be kept confidential. Please note that a background check has to be updated on an annual basis.
4. **Orientation:** There will be a periodic "Getting to Know Yourself" class to match your strengths, interests and passion with a volunteer opportunity that is meaningful to you.
5. **Placement:** In order to assure a mutually satisfying experience, an interview will be set up with the chosen department liaison to further discuss the volunteer duties, code of conduct and department's function.
6. Once the background check and the volunteer assignment process are complete, a badge and parking pass (if required) will be issued and you will be notified of the assignment details.



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Child Abuse Reporting

Any volunteer who has reason to believe that a child under the age of eighteen (18) has been abused, abandoned, or neglected, or who observes a child being subjected to conditions or circumstances which would reasonably result in abuse, abandonment or neglect shall report or cause to be reported within twenty-four (24) hours such conditions or circumstances to the proper law enforcement agency, a supervisor, or the Department Director.

Any person who has reason to believe that a child has been abused, abandoned or neglected and, acting upon that belief, makes a report of abuse, abandonment or neglect as required by law shall have immunity from any liability, civil or criminal, that might otherwise be incurred or imposed. Any person who reports in bad faith or with malice shall not be protected.

Communication and Electronic Communication Policy

The City of Fort Lauderdale communicates primarily through email and social media outlets. If you need to be contacted via other methods such as phone, please notify the Volunteer Coordinator. We hope that all volunteers will review regular program communications and stay up to date on projects and events. If your email address or any contact information changes, please update your record online or send changes to the Volunteer Coordinator.

Electronic communications are an integral part of the way the City does business. Email, instant messaging, text messaging, social networking, teleconferencing including video conferencing, and video sharing websites are all effective methods of communication and are commonly used in conducting the affairs of the City. Volunteers are required to follow specific rules and procedures when utilizing these technologies for City business and/or when using City resources. Volunteers are responsible and accountable for the way they use electronic communications technologies and for proper management of those communications. There can be no expectation of privacy related to the use of City technology in the sending or receiving of any electronic communications. This includes personal communications sent or received from any City owned technology.

Courteous and Respectful Behavior

The City has an interest in ensuring that all City employees and volunteers work in a respectful environment in which they are treated fairly and can focus on getting their work done. All volunteers should conduct themselves in a manner that will not disrupt the workplace, undermine the authority of management, impair close working relationships, offend the public or otherwise impede the effective operation of City government. The goal is a workplace in which volunteers and employees express their opinions in a respectful manner so that issues can



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be discussed freely and where, when someone makes a mistake, he or she is coached and encouraged to improve. The goal is a workforce that shows consideration of others by dressing appropriately for the workplace, being aware of fellow volunteer's or employees' workloads, responding promptly to requests or questions, and using appropriate language and behavior. All volunteers will demonstrate the highest level of courteous and respectful behavior in all dealings with coworkers, supervisors, subordinates, and the public. Violation of this policy can result in non-disciplinary intervention or disciplinary action.

Designation of Supervision or Coordinator

All City of Fort Lauderdale volunteers will be subject to supervision by City staff members and/or lead volunteers as designated by staff members. Please regard all supervisors as a resource provided to enrich your volunteer experience and enhance the quality of volunteering in the City of Fort Lauderdale. Each volunteer project will have a project coordinator. This person is responsible for directing the activities of volunteers on that particular project and will be identified in a confirmation email or upon arrival at a work site.

Dress Code and Appearance

It is imperative that volunteers select clothing and footwear that is appropriate for the project, keeping in mind that they represent the City of Fort Lauderdale. Due to the diversity of volunteer opportunities, proper dress will vary from business casual to work clothes. Clothing should always be in good taste, neat, and clean. Please contact the Volunteer Coordinator if you have any questions about what is appropriate for a specific task. When requested, please wear a nametag, City issued ID badge or City of Fort Lauderdale apparel that you may have received

Driving and City of Fort Lauderdale Vehicles No Smoking Policy

Volunteers may not operate a city owned vehicle or machine unless prior authorization, including a driving record check, has been given from the Volunteer Coordinator. Some volunteers may need to travel in a vehicle to perform their job duties either because it has special equipment or is a special type of vehicle. All drivers need to be aware that they are representing the City when they use City vehicles. They shall act accordingly and drive defensively and responsibly, and shall have a current and valid driver's license.



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City vehicles may not be used to transport family, friends or other passengers including personal pets unless it is for authorized official business.

Any vehicle accidents or damages must be reported to a supervisor immediately. In the event of a car accident, a volunteer driving on city business in their personal vehicle, shall immediately contact their personal insurance carrier and report the accident.

Due to the concern for volunteer and employee health and working conditions, smoking is not allowed in any City owned or leased vehicle.

End of Service and Return of City Property

All City property shall be returned at or before the time of separation, including but not limited to:

1. City credit or purchasing cards
2. City uniforms or clothing
3. Cell phones and/or pagers
4. Volunteer identification badges
5. Keys to City vehicles and buildings
6. Computers, laptops, PDA's etc.
7. Tools or other equipment
8. City issued parking permit
9. Any other City property in possession of the volunteer

Environmental Policy

It is the policy of the City of Fort Lauderdale to carry out its activities in a manner consistent with sound environmental practices, energy efficiency and pollution prevention, and to comply with applicable environmental laws and regulations. When operating a city vehicle, or on city business, no volunteer will idle a vehicle's engine unnecessarily unless there are specific extenuating circumstances. Volunteers and employees will minimize their energy use while working by: turning off all lights when not at their desk, using natural light whenever possible, and turning it off at night, taking the stairs whenever possible, not adjusting the set temperature in the room, not using portable heaters or fans, and using teleconference capabilities to minimize trips. Hazardous materials and petroleum products shall be used, stored, transported and disposed of in compliance with all applicable laws and regulations. Office paper, newspaper, aluminum and metal will be recycled to the greatest extent possible. Electronic filing is encouraged; printing documents should be minimized. All documents that are printed must be double-sided, with .75 inch margins. Bottled water will not be purchased unless no alternative source of potable water is available.



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Equal Opportunity Employer

The City of Fort Lauderdale is an equal opportunity employer. We hire and promote people based on job-related factors, not sex, age, race, color, religion, national origin, disability or other criteria not related to jobs.

Exit Surveys

When separating, volunteers may be asked to complete an exit survey. The purpose of the survey is to get a departing volunteer's opinions about volunteering for the City of Fort Lauderdale, including what the City does well and what needs improvement. All volunteers are encouraged to be honest, candid, and forthright in completing the survey and providing feedback to the City.

Forms and Confidentiality

All volunteers must fill out a volunteer application. This information is used to match volunteers with the best opportunities suited to their skills and interests. Additionally, volunteers will be asked to sign a volunteer or group contract indicating they agree with the policies and procedures set forth by the City of Fort Lauderdale. When required, a volunteer may also be asked to fill out a background check form. The City of Fort Lauderdale will pay for and process background checks. Volunteers agree to maintain the same strict confidentiality that is expected of paid staff. Volunteer information will not be disclosed and will not be provided to anyone outside of the City of Fort Lauderdale unless specifically authorized by the volunteer.

Fraud Prevention and Detection

The City of Fort Lauderdale does not tolerate fraud, misappropriation, theft, misuse, or misapplication of City resources or assets by any employee, volunteer, vendor, or contractor. Employees and volunteers who violate this policy will be disciplined, up to and including termination. Fraud includes, but is not limited to the following activities: misappropriation of funds, securities, supplies, or other assets, impropriety in the handling or reporting of money or financial transactions, accepting or seeking anything of value, including gifts from contractors, vendors, or persons providing services/materials to the City, and destruction, removal, or inappropriate use of records, furniture, fixtures, and equipment.



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Harassment

It is the City's policy to provide a work environment for volunteers which is harmonious and free from discrimination, intimidation and harassment based on a person's sex (including gender harassment, harassment due to pregnancy, childbirth, or related medical condition), race, color, age, religion, disability, ancestry, or national origin, consistent with applicable law. Toward this end, the City will not tolerate any form or degree of harassment.

Harassment is the creation of a hostile or intimidating environment, in which verbal or physical conduct, because of its severity and/or persistence, is likely to interfere significantly with the individual's work. All volunteers and employees should respect the rights, opinions, and beliefs of others. Harassment includes unsolicited remarks, gestures or physical contact; display or circulation of written materials or pictures derogatory to either gender or to racial, ethnic, or religious groups; or personnel decisions based upon a volunteer's response to sexually orientated requests.

The City prohibits sexual harassment of its volunteers within the workplace by other volunteers or outside individuals. "Sexual harassment" means unwelcome sexual advances, request for favors and other offensive verbal or physical conduct of a sexual nature when: (a) submission to such conduct is made either explicitly or implicitly a term of condition of an individual's assignment; (b) submission to, or rejection of, such conduct by an individual is used as the basis for assignment decisions affecting such individuals; or (c) such conduct has the purpose or effect of unreasonably interfering with the individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment includes unwelcome verbal behavior such as comments suggestions, jokes or derogatory remarks based on sex; physical behavior such as pats, squeezes, repeatedly brushing against someone's body, or impending or blocking normal work or movement; visual harassment such as posting of sexually suggestive or derogatory pictures, cartoons or drawings, even at one's work station. It also includes unwanted sexual advances, pressure for sexual favors and/or basing employment decisions (such as a volunteer's performance evaluations, work assignments or advancement) upon the volunteer's acquiescence to sexually harassing behavior in the workplace.

Volunteers who report legitimate workplace harassment will not be subjected to retaliation. Any volunteer responsible for any retaliatory conduct will be subject to disciplinary action, up to and including termination.

A volunteer who believes he or she is experiencing workplace harassment should bring the matter to the attention of the offender. If the volunteer finds this option unacceptable due to specific circumstances, he or she should address the issue first with the immediate non-involved supervisor or report the violation to the Human Resources Director or designee. An investigation will follow. Confidentiality is valued, and will be maintained as permitted by law and the investigatory process. Volunteers should exhaust the administrative remedies outlines in the policy before consulting outside agencies.



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Hazard Communication Standard Compliance Program

The City of Fort Lauderdale will maintain a comprehensive hazard communication program which includes a complete inventory of hazardous materials and chemicals stored or used in the work place. The City will conduct training to advise volunteers of potential chemical hazards in the work place and inform them of protective equipment and/or procedures to be used in the event of an accident involving hazardous material.

Information Technology

Use of information technology is to comply with Federal and State law. Equipment and information belong to the City. Any illegal duplication or unauthorized installation of software is prohibited. The software and the data are to be used for bona fide City purposes only. It is inappropriate to use City technology and equipment for personal purpose or business. Volunteers and employees should assume that any communication made with City property is not guaranteed to be private and that email and internet access can be monitored. However, in the event of an emergency, a volunteer may be reached through City phone numbers or emails.

Monitoring of Radio and Telephone Conversations

While at work volunteers are to exercise discretion in making or receiving personal phone calls, texting or other media use. Excessive personal calls or media use during the workday, regardless of the device used, interfere with productivity and can be distracting to others. Therefore, excessive personal calls or media use during a volunteer's service are prohibited. Flexibility may be provided in circumstances demanding immediate attention.

The City of Fort Lauderdale does not record or monitor its volunteer's and employees' telephone and radio conversations except in the case of: electronic communications in which a volunteer or employee is being trained and monitoring the volunteer or employee is a normal part of the training process, Police and Fire Dispatch electronic communications, and Airport Control Center electronic communications.

Non-Police Enforcement of City Ordinances

The City of Fort Lauderdale designates certain public officials who are not peace officers to enforce City ordinances. These public officials may issue misdemeanor citations to enforce City ordinances in the areas of their unique expertise. This policy does not grant authority to any public official (other than a police officer) to take individuals into custody.



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Orientation and Training

Volunteers are entitled to proper orientation and training for every project and program attended. Orientation sessions will be held periodically throughout the year to introduce the community to the City of Fort Lauderdale volunteer program and answer general questions about all volunteer opportunities. When necessary, training will be provided prior to or on the day of a project and all supplies, equipment, and tools will be provided. These sessions will be arranged when convenient for both the volunteer and project coordinator.

Reporting Incidents, Injuries and Unsafe Conditions

If you are involved in an incident or are injured while performing volunteer duties, report the circumstance to your supervisor immediately. Additionally, if you observe an unsafe condition, have someone guard the hazard and report the situation to your supervisor immediately. Do not leave hazards unattended.

Safety Procedures

The City is concerned about your personal safety and health, and has established a program to identify and eliminate workplace hazards. As a volunteer, you are responsible for exercising care and good judgment in preventing accidents, for observing safety rules and promptly reporting all unsafe conditions and injuries, wearing required personal protective equipment, taking reasonable precautions to ensure the safety of those you work with, and not working at a job or task that you feel is unsafe. Volunteers are also encouraged to provide their ideas and expertise to help the City make safety a part of the job. All volunteers shall continuously promote safety awareness and maintain property and equipment in a safe operating condition.

Supervisors are responsible for instructing their personnel in the safety practices to be observed in their work situations, and for consistently enforcing safety standards and requirements to the utmost of their ability. Supervisors will act positively to eliminate unreasonable hazards in their area of jurisdiction. Supervisors must promptly report accidents or incidents even if injuries are not apparent. Supervisors must provide and properly maintain adequate safety equipment and protective devices, and give their full support to all safety procedures, activities, and programs.

Request a safety orientation so you know:

- and understand what the duties' instructions and procedures are.
- and become aware of the facility and understand how to operate equipment.



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- if additional training is needed.
- where the first aid kit is located.
- what the emergency evacuation route is and where the assembly area is outside.
- if and when you are asked to work in a different location, perform a different task, or use equipment new to you.

Standards of Conduct

City employees and volunteers will dedicate themselves to the highest ideals of professionalism, honor, and integrity in order to merit the trust, respect, and confidence from the public they serve. During work hours, volunteers will devote their whole time, attention, and efforts to City business. Volunteers will maintain safe and orderly equipment, including City vehicles. Volunteers may not use City equipment or information technology inappropriately or for personal gain.

The following types of behavior are considered inappropriate and will subject the volunteers to non-disciplinary or disciplinary action: falsifying or altering documents, insubordination, possession of firearms or other weapons on City property or while on City business, use of City property for personal use, committing any action that may constitute a crime, disregarding safety regulations or guidelines, disrespectful behavior towards any supervisor, volunteer, City employee, or citizen, stealing, destroying, damaging, defacing, or threatening to damage or destroy City property including documents, failure to comply with uniform, dress, or grooming requirements in the workplace, failure to comply with federal, state or local law, and filing a malicious, fraudulent, or frivolous complaint with the intent to cause harm, disrupt City services, or with reckless disregard or intent to harass.

A volunteer must notify the supervisor, department head and/or the Neighbor Volunteer Office immediately, if he/she is aware of any apparent violation of this policy. The City will then conduct an investigation into the specifics of the particular situation.

Tobacco, Alcohol and Drug Free Work Environment

The City of Fort Lauderdale recognizes the costs to society and to individuals from drug and alcohol use. The City maintains a firm commitment to strive to provide reliable service to its clients, and a safe and healthy work environment for its interns/volunteers. The following policy has been adopted and will be enforced:

- The City prohibits the unlawful use, sale, possession, manufacture, distribution, or being under the influence of alcohol, drugs or any controlled substance, on City's property, in the presence of City's clients, while on duty, during rest periods and break periods, while operating an City's vehicle or attending an City-sponsored event.



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- Volunteers may not use alcohol within eight hours before volunteer assignments.
- Volunteers who violate this prohibition will be subject to disciplinary action. Nothing in this policy restricts the City's right to end the volunteer opportunity at any time, with or without notice, for any reason not expressly prohibited by law.
- The City of Fort Lauderdale retains the right to require any intern/volunteer to report for drug and/or alcohol testing for reasonable suspicion or following an accident in which there is injury to persons or damage to property.
- Volunteers must abide by the terms of this statement and must notify the volunteer coordinator of any criminal drug conviction within five days of the conviction if workplace conduct is involved.

Volunteers must inform their supervisors when there is the possibility of impairment resulting from taking prescription(s) and over-the-counter medications.

Vehicle Accidents

Notify your supervisor as soon as possible if you are involved in a collision while driving a City vehicle. Take the following actions at the accident scene:

- Check all parties involved for injuries.
- Call 9-1-1 and request police response for ALL vehicle accidents involving a City vehicle and a personal vehicle, personal property, or a pedestrian. Request Fire Department response, if there are injuries involved.
- Care for the injured to the best of your abilities and training.
- Describe the circumstances of the accident accurately and honestly, but do not admit fault regardless of the circumstances.
- Retrieve the vehicle accident-reporting package from the vehicle's glove box and follow the instructions provided.
- Fill out as much of the City Vehicle Accident Report form as possible at the accident scene. Do not rely on memory to fill the form out later.

Vehicle Repair and Towing

If the City vehicle is damaged, needs towing, or is inoperable, the volunteer shall contact his or her supervisor.



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Volunteer Reassignment or Termination

The City of Fort Lauderdale expects each volunteer to act in a mature and responsible way and make a commitment to the program. The Volunteer Coordinator will do their best to match volunteers with the best opportunity for their skills, interests, and ability levels. Every effort will be made to accommodate each volunteer's needs and interests although preferred placement is not guaranteed. Volunteers are free to resign at any time for any reason. However volunteers who do not meet the requirements of a particular assignment may be re-assigned or terminated at the discretion of the Volunteer Coordinator in consultation with other staff. If you have been an active volunteer and are unable to continue or choose to leave the volunteer program, please let the Volunteer Coordinator know. We're interested in your feedback and suggestions for improvement.

Volunteers who do not adhere to the policies and procedures of The City of Fort Lauderdale or who fail to satisfactorily perform their volunteer assignment may be dismissed. Any of the following violations may result in immediate dismissal: excessive lateness, inadequate work performance after training and coaching, willful violation of any policies or procedures, failure to wear required safety equipment or observe safety regulations, carelessness which endangers the life or safety of another person, evidence of the influence of a controlled substance or alcohol while volunteering, unauthorized possession of firearms or weapons, acts of violence or criminal behavior, refusal to comply with instructions, theft, misrepresentation on your application or other forms, breach of confidentiality, or engaging in behavior that creates discord and a negative work environment.

The City of Fort Lauderdale reserves the right to dismiss a volunteer at any time although this is a rare occurrence. You are entitled to be treated fairly and respectfully while volunteering with The City of Fort Lauderdale. If you feel that you are not being treated in this manner, please contact the Volunteer Coordinator. In the event they cannot solve the problem, additional staff will be invited to meet with you.

Workers Compensation Insurance

The City provides Workers Compensation Insurance coverage for volunteer workers through the Florida Workman's Compensation. This insurance only covers medical expenses incurred due to injuries sustained in the course of volunteer work.

If your injuries require medical treatment, make sure to inform your health care provider that you were injured during a volunteer activity and that the City is insured through the Self-Insurance Fund. Ask them to initiate a workers' compensation claim form for you before you leave their office.



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Workplace Violence Policy

No volunteer of the City shall be allowed to display violent or threatening behavior to other volunteers, City employees, the public, vendors, or contractors in the performance of his/her job and/or while on City property. Such actions will result in disciplinary action up to and including termination. Given the City's commitment to ensuring a healthy, safe and non-violent work environment, prohibitive behavior includes, but is not limited to:

- Any verbal threat of harm towards persons or property.
- Any threatening or actual physical act such as threatening gesture, hitting, pushing, kicking, holding, impeding, or blocking the movement of another person.
- The use, threatening use or possession of firearms, other weapons or explosives, openly or concealed, licensed or otherwise, while performing City business and/or while on City premises including parking lots.

Weapons are defined as any object, instrument, or chemical used to inflict harm or injury to another person or any item used in a manner threatening harm or injury to another person. The possession of mace, pepper spray or the like for defensive purposes is not a violation of this policy.

If you have any questions, please contact your Volunteer Coordinator.